

AI Course Builder / Frequently Asked Questions

We're excited to be part of your AI journey and understand you have questions. We hope these FAQs provide quick insights into the PlatCore's AI Course Builder. When you are ready, our consultative sales team looks forward to helping you find the ideal solution for your business.

What is PlatCore's AI Course Builder?

- ✓ PlatCore's AI Course Builder is an AI-powered tool that creates complete training courses, from outline to content and quizzes, using your existing materials.

Who is the AI Course Builder designed for?

- ✓ It supports everyone from first-time course creators to experienced instructional designers

What content sources can I use?

- ✓ You can upload documents, paste text, or pull from existing ServiceNow knowledge base content.

How does the AI ensure course quality?

- ✓ We use Agentic AI and Retrieval Augmented Generation (RAG) to check against source material at every step to keep content accurate and structured.

Does the AI eliminate the need for human review?

- ✓ No, humans stay in the loop to review, refine, and ensure content accuracy and relevance.

How does PlatCore prevent AI hallucinations?

- ✓ The system continuously validates outputs against your source content at multiple stages using RAG.

Is my data secure when using AI?

- ✓ Yes, you can use your own approved LLM (e.g., OpenAI, Azure, Gemini) or private models to control data handling.

How much time can this save my team?

-
- ✓ It can dramatically accelerate course creation, potentially doubling or tripling team capacity.

Can the AI personalize training content?

- ✓ Yes, it can tailor content based on audience, tone, and organizational data like roles or experience level.

Does it support interactive learning features?

- ✓ Yes, it includes quizzes, chat-based assistants, and adaptive content to improve learner engagement.

How does it help subject matter experts?

- ✓ It removes the burden of starting from scratch, allowing SMEs to focus on refining and validating content.

Is the AI Course Builder included in the PlatCore core product?

- ✓ No, the AI Course Builder is an add-on to the PlatCore product, available in the ServiceNow Store
-



An Elite ServiceNow Partner, PlatCore's trusted, world-class Learning Management System delivers training directly from your ServiceNow instance. If you need help choosing an LMS, or introducing learning into your organization, we'd love to talk.

sales@platcore.com | [1.844.205.7789](tel:1.844.205.7789) | platcore.com

